

# **FACT SHEET**

## **NEW APPOINTMENT SYSTEM FOR AMERICAN CITIZENS AT CONSULATE GENERAL JERUSALEM**

**July 31, 2007**

**Background:** The U.S. Consulate General serves American citizens living in Jerusalem, the West Bank, and Gaza. This population has been estimated at 85,000. This large number of customers means there is a great demand for American citizen services from the U.S. Consulate General in Jerusalem. Recently, this has meant long lines and long waits for Americans.

To better and more efficiently serve Americans in these areas, the Consulate has created a new on-line appointment system that will decrease wait times for clients and allow services for more clients in the course of a year. Beginning August 6, all individuals seeking a passport, consular report of birth abroad or notary services will be required to have an appointment in advance. Appointments will be free of charge.

- To schedule an appointment, customers will need to go online at:  
<https://evisaforms.state.gov/acs/default.asp?postcode=JRS&appcode=1> This site can also be accessed by visiting the Consulate General website at <http://jerusalem.usconsulate.gov/> and clicking “U.S. Citizen Services.”
- The appointment system will go live on Wednesday, August 1. Starting Monday, August 6 appointments will be required for passport, consular report of birth abroad or notary services.
- Clients **must** present their appointment receipt at the entrance to the Consulate building on Nablus Road before being admitted.
- Appointment slots are available in 15 minute increments. A separate appointment will be required for each service needed, i.e. one appointment for a passport renewal, a second for a consular report of birth abroad.
- Appointments can only be made for services to be performed at the Consulate building on Nablus Road.
- Clients needing extra visa pages, to apply for social security or report a death will not require an appointment. These services will still be performed from 8 to 11:30 a.m., Monday, Tuesday, Thursday and Friday of each week.